



**DEFENSE LOGISTICS AGENCY
HUMAN RESOURCES OPERATIONS CENTER
POST OFFICE BOX 13919
COLUMBUS, OHIO 43213**

IN REPLY
REFER TO

HROC-A

MEMORANDUM FOR ALL DLA SERVICED EMPLOYEES

SUBJECT: Your Benefits Personal Automated Link (PAL)

The Human Resources Operations Center (HROC) is pleased to announce a new service that will allow you to access your important benefits information around the clock--your **Benefits Personal Automated Link (PAL)**! Your "Benefits" PAL is a mix of telephone and computer technology, similar to that used by many service companies today, that will provide you with greater access and control of information important to you--such as Thrift Savings Plan (TSP), Federal Employee Health Benefit (FEHB), and Federal Employee Group Life Insurance (FEGLI) status. Think of your new PAL as an automated Benefits Specialist who will assist you when you need them.

You'll still dial the one number that you have always used to contact the HROC Call Center. New menu options will guide you through the PAL--or you can elect to talk to a professional and courteous Benefits Specialist during business hours--Monday through Friday from 6 a.m. to 6 p.m. Eastern Standard Time. Your use of the PAL is completely voluntary.

Your PAL allows you to access your current employee information and make selected changes directly to your Personnel record--using Interactive Voice Response System (IVRS) technology.

ACCESSING YOUR BENEFITS PAL: You will access your PAL by calling the HROC Call Center on Toll free: 1-877-352-4762 (local 614-692-0200) or TDD Toll free: 1-877-833-4762 (local 614-692-0300). After you receive a connection into the HROC Call Center, you will select Option 5 to go to the automated PAL. The system will prompt you for your Social Security Number (SSN) and your temporary Personal Identification Number (PIN). Initially, your PIN will be a four-digit number equivalent to the month and year of your birth (MMYY). For security purposes, the first time you access the system, you must change your PIN to a six-digit number of your choice. To ensure system security, you must safeguard your PIN.

WHAT YOUR PAL CAN DO:

- Obtain your current TSP, FEGLI, and FEHB Status
- Enroll, Stop or Change your TSP coverage (during authorized periods)
- Enroll, Stop or Change your FEGLI coverage (during authorized periods)
- Enroll, Stop or Change your FEHB coverage (during authorized periods)
- Receive a Retirement Estimate
- Have information related to Human Resources programs faxed back to you (called Faxback)
 - FAXBACK a listing of all documents available through your Benefits PAL
 - FAXBACK your SF-2809 Health Benefits Election Form
- Obtain general benefits news and information related to a wide variety of programs
- Speak with a Benefits Specialist

HOW YOUR PAL WORKS: When you call, a recorded speaker will ask you to select menu options via entries on your telephone. The initial greeting provides you the option to access your Benefits PAL by Pressing 5. Calls pertaining to job inquiries, staffing issues, pay problems or other personnel matter will be connected to a Call Center Representative. If you enter the PAL, messages will continue to guide you through the various system options, also allowing you to return to the beginning, speak to a Benefits Specialist or exit. Attached is a condensed version of

the PAL menu, showing the many paths you can follow, for your convenience. You may have your current health benefits, life insurance, or TSP status voiced back to you at any time. You may also obtain a retirement estimate. Actual changes to your personnel record are allowed only during the appropriate

open season or when a life event such as a birth of a child has occurred. The system will review your input and ask you to confirm that it has captured what you want to change. If accepted, the effective date for the change will be spoken back to you. **Family Enrollments:** If you are making a Health Benefits change requiring dependent information, the system will automatically send you to a Benefits Specialist (during business hours) to complete the election. If the system sends you to a Benefits Specialist to complete the election, you must stay on the line to complete that transaction. If you are calling during non-business hours you will not be able to complete the election.

WHAT YOU NEED: In addition to your Social Security Number (SSN) and PIN, you must have a touch-tone phone.

YOUR PAL HOURS OF AVAILABILITY: The automated portion of the system is available to you 7 days a week, 24 hours a day, except for short periods of system maintenance during Sunday 10:00 a.m. to 2:00 p.m. and Monday 4:00 a.m. to 4:30 a.m. Eastern Standard Time. During maintenance periods, a message is played stating that the system is temporarily unavailable. Benefits Specialist hours are available Monday through Friday, 6:00 a.m. to 6:00 p.m. Eastern Standard Time.

SECURITY: For your protection, your PAL will require you to enter your correct SSN and PIN combination to proceed into the system. As a reminder, your PIN will be the month and year (MMYY) of your birth the first time you enter the system. If matching SSN and PIN combination is not found in the system, you cannot use the automated portion. During business hours, PAL will automatically route your call to a Benefits Specialist to verify your employee information. The SSN and PIN combination serves as your electronic signature for any changes you make to your record through the PAL, therefore you will not need to send a paper copy to the HROC. Privacy Act of 1974 protects the personal information accessed via IVRS.

OTHER NEWS - A web version called the Employee Benefits Information System (EBIS) is nearing completion: Soon you will be able to get the same Benefits information on the web--your Benefits Web PAL! This is a fast and effective tool for verifying and printing benefits information at your convenience. The web version contains the same type of information and the update capability as the phone based version. Announcements will be made when the system becomes available. The web version does not require or allow you to speak to a benefits Specialist.

FOR MORE INFORMATION: See the HROC web site at www.hroc.dla.mil for further details or call the HROC Call Center. We are working to make things more convenient and better for you.

WHEN WILL PAL BE AVAILABLE? The system will be available in October 30, 2000.

GERALD D. SCHULTZ
Acting Director, Human Resources
Operations Center

Attachment:

1. HROC Call Center/
Menu Prompts
2. Pocket Card
3. Brochure
4. Benefits "PAL" Fact Sheet